



Competencies of a Lean Facilitator

A candidate interested in becoming a Lean Facilitator with the State of Iowa should demonstrate the following competencies:

Interpersonal skills –

- Highly Organized
- Comfortable with public speaking
- Patient
- Flexible and adaptable
- Positive attitude
- Open to new ideas
- Respect for others
- Willing to see things from another person's point of view

Communication Skills –

- Conveys ideas clearly and concisely when speaking
- Listens to clarify and understand
- Uses questions to probe for missing information or to clarify
- Can draw out key points of what was covered or communicate
- Receives feedback without interrupting or becoming defensive

Project Management Skills –

- Effectively plans, conducts, evaluates and follows-up meetings
- Keeps group discussion focused on central ideas
- Guides the decision making process without directing or influencing the actual decision
- Ability to make group members feel comfortable and encourage participation
- Remains neutral when facilitating group discussions
- Turns conflict into opportunities to achieve positive, productive results
- Delegate tasks to group members as appropriate

Systems thinking –

- Understands the purpose of a process or system and implements strategies to make improvements
- Gathers and uses data to make decisions

Continuous Improvement –

- Understands that those who do the work know best how to improve the work
- Enthusiastic about Lean and its impact on our operations